The Association for Conflict Resolution
District of Columbia Chapter Presents

8th Annual Professional Development Conference

Catering to the specific needs of local dispute resolution professionals

• *learn about ADR activities in the DC metro area*

• *continue to develop your skills*

• *network with your local colleagues*

Wednesday, April 16, 2003 ◆ 8:15 am - 5:30 pm

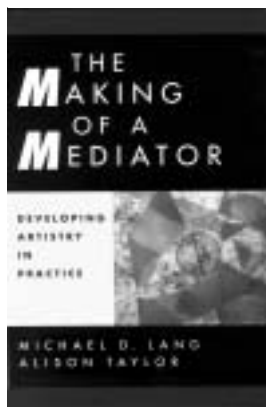The National Institutes of Health
William H. Natcher Conference Center
45 Center Drive, Bethesda, MD

We are pleased to announce as keynote speaker:

Michael D. Lang

Renowned Co-Author of the book:

The Making of a Mediator - Developing Artistry in Practice

Mr. Lang takes the mediator on a journey from a novice to an artist. Through a continual process of self-reflection and experimentation to test observations as well as a willingness to see perspectives other than their own, mediators begin to walk the path of artistry. At the heart of reflective practice, Mr. Lang argues, is the willingness to question, to explore, and to delve into the unknown and the uncertain. Questions are at the heart of the reflective approach and are the building blocks of an interactive process.

Conference-at-a-Glance

| 8:15 - 8:45 | **Registration and Breakfast** |

| 8:45 - 9:00 | **Opening Remarks:** |

Zell Steever, *Vice President, DC ACR;*
Steven Dinkin*, President, DC ACR*

| 9:00 - 9:45 | **Keynote Address: The Making of a Mediator - Michael D. Lang** |

| 9:45 - 10:00 | **Discussion and Q & A with Michael D. Lang** |

| 10:00 - 10:30 | **Morning Networking Break and Coffee** |

| 10:30 - 12:00 | **Plenary Panel: What Do Organizations Look For in Hiring ADR Professionals?** |

Members of this panel will discuss their experiences in acquiring third party neutrals in resolving disputes in a variety of substantive areas and how this has evolved during the past two decades.

Moderator:
Jerry Jones*, Federal Aviation Administration*

Presenters:
Dan Dozier, *Marasco Newton Group*
Gail Bingham, *RESOLVE, Inc.*
David Batson, *U.S. Environmental Protection Agency*

| 12:00 - 1:15 | **Lunch with DC ACR Membership at Forum Tables** |

This is an opportunity to have a facilitated discussion about membership interests and priorities, as well as a discussion about membership participation in chapter activities.

| 1:15 - 1:30 | **Short Break** |

| 1:30 - 3:00 | **Concurrent Sessions A** |

A1: Emotional Intelligence, Part III

This is a continuation of the workshops we have held at previous DC ACR conferences. In this session, we will explore our own meta-emotions about emotions in mediation and how those feelings impact our practice as mediators. Participants will have opportunities to role-play within this session responses to emotionally intense moments in mediation and identify tools and techniques for managing those situations.

Presenter:
Susan Shearouse, *Frameworks for Agreement*

A2: Getting the Management's Buy-In

Everyone knows that in EEO and other workplace mediation, getting supervisors' and managers' commitment to support programs and participate meaningfully is vital. But typical management training and common practices of mediators sometimes miss the mark — managers don't "get it." Participants also will have an opportunity to personally participate in an exercise to introduce ADR concepts to managers.

Presenters:
Nadine Chapman, *World Bank Group*
John Settle, *Virginia Mediation Network*
Marcia Thompson, *Resolving Conflict Institute, LLC*

A3: U.S. Office of Personnel Management ADR Award Winners for 2002

The panelists will describe their ADR programs which were selected based upon their creative, innovative and effective results-oriented achievements.

Presenters:
Mary Ryan, *U.S. Department of the Navy*
LeAndrea Alsobrook, *Farm Service Agency*
Peg Porter, *Health and Human Services, Sharing Neutrals Program*

| 3:00 - 3:30 | **Afternoon Networking Break and Cookies** |

Directions to the Natcher Conference Center:

Metro: Take the Red line and exit at Medical Center Station. Follow the walkway up the steps/ramp to the entrance of the Natcher Center Atrium (#45).

Parking: Paid parking is available but limited at the Natcher building. It is strongly advised that conference attendees use public transportation as security clearance for parking at NIH is burdensome. The Medical Center metro stop is adjacent to the Natcher building.

Directions: From Washington take Wisconsin Avenue north towards Bethesda. Turn left onto Center Drive. Immediately after passing the Natcher building (#45), make a left into the visitor's parking lot (Natcher/East Daycare Center Visitor's Parking Lot).

From Northern Virginia, Take I-495 East, toward Baltimore. Take Wisconsin Avenue exit (Route 355 South/Rockville Pike.) Continue towards Bethesda and turn right onto Center Drive. Immediately after passing the Natcher building (#45), make a left into the visitor's parking lot (Natcher/East Daycare Center Visitor's Parking Lot).

3:30 - 5:00 **Concurrent Sessions B**

B1: Apology in ADR

The importance of apology as the acknowledgement of injury is familiar in victim-offender mediation but has been much less recognized in other sectors of mediation. The act of apology represents one of the core reparative opportunities in damaged relations. But it is not easy. In this workshop, we will explore what makes a genuine apology, where opportunities are present for apology, and how to prepare and support clients in offering and hearing an apology.

Presenter:
Carl D. Schneider, *Mediation Matters*

B2: Helping People to Fight

This workshop will examine the role third party neutrals play in helping parties to effectively balance power in resolving disputes.

Presenter:
Bernard Mayer, *CDR Associates*

B3: How Do We in Washington Make Mediators and ADR Professionals?

This panel will discuss the different ways in which various organizations "grow" mediators and ADR professionals in the Washington area. The panelists will discuss what works and why from their perspectives.

Presenters:
Kitty Huggins, *Multidoor, DC Superior Court*
Rob Scott, *Northern Virginia Mediation Service*
Wallace Warfield, *George Mason University*
Ramona Buck, *Maryland ADR Commission*

5:00 - 5:20 **Summary of the Day**

Michael D. Lang and Past Presidents of DC ACR

5:20 - 5:30 **Closing of the Conference**

Steven Dinkin, *President, DC ACR*

About DC ACR

The D.C. Chapter of the Association of Conflict Resolution (DC ACR) was founded in 1985 as the D.C. Chapter of the Society of Professionals in Dispute Resolution (DC SPIDR). As the International Society of Professionals in Dispute Resolution changed its name in 2001, so did the local D.C. chapter. Our mission is to promote the use of alternative dispute resolution (ADR) in legal, government, private, academic, and nonprofit institutions in the greater Washington metropolitan area and to educate the general public about ADR. DC ACR serves as a local and regional forum that includes individuals interested in the dispute resolution field. The organization's regular activities include: sponsoring events with topics on cutting-edge issues in ADR; promoting ADR in the D.C. area; sponsoring annual professional development conferences, seminars or workshops; publishing a quarterly newsletter; and responding to general requests for information on ADR.

REGISTRATION FORM DC ACR 8th ANNUAL PROFESSIONAL DEVELOPMENT CONFERENCE

Name: _____ Organization: _____

Mailing Address: _____

Phone: _____ Email: _____

DC ACR Member?   YES   NO

Student at? _____

Please note: Virginia CEU credit pending.

Please mail your registration to:
DC ACR Conference Registration 1717 K Street, N.W, Suite 613 Washington, DC 20036 Any questions, please call the DC ACR Hotline at (202) 822-1158 and leave a <u>message</u> in the conference mailbox.

Postmarked by March 28, 2003
DC ACR Member only $115.00
Non-Member* $150.00
Student $50.00

Postmarked after March 28, 2003
On-site Registration $175.00

<u>DC ACR Membership</u>
DC ACR Membership +
Conference Registration $150.00
(Includes $35.00 annual dues fee
for DC ACR. This does not include
ACR, International membership)

Enclose a check payable to DC ACR or pay with Visa or Master Card.
Government training vouchers will NOT be accepted as a form of payment.

Card Number _____ Type of Card _____ Expiration Date _____

Cardholder's name _____ Signature _____